

Illinois Assister Training Program

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Presentation Overview

- Illinois Assister Training Program overview
 - Who are Navigators and what do they do?
- Partnership with community colleges
- State relationship with Illinois Assister Program
- Training Content

Characteristics of the Uninsured in Illinois as Compared to National Figures

	Illinois	United States
Total Population	12,698,371	308,896,460
Total Number Uninsured	1,622,465	45,614,547
Percent Uninsured	12.8	14.8
Age		
Under 18 Years	3.3	7.2
18-64	18.8	20.6
65+	1.2	1.0
Sex		
Male	14.6	16.2
Female	11.0	13.4
Race/Ethnicity		
White Not Hispanic	8.4	10.4
Hispanic/Latino	25.9	29.0
American Indian/Alaska Native	18.1	18.0
Asian	14.3	15.0
Other (Alone)	28.8	32.3
Two or more races	10.3	14.0
Employment Status		
Employed	14.6	17.0
Unemployed	42.4	43.8

United States Census Bureau, "health Insurance Coverage Status. 2012 American Community Survey – 1 Year Estimate." (June 27, 2013).

ACA creates new workforce:

- Every Marketplace in all 50 states must establish a “Navigator Program,” to assist consumers when purchasing health Insurance.
- Grant Funding
 - **Federal for Navigators: 105 groups were awarded \$67 Million**
 - State Funding for supplemental In-Person Assister programs.

Pursuant to the ACA, the duties of a Navigator include:

- Offer expertise and education on eligibility, enrollment, and coverage details for each health insurance plan.
- Facilitate the enrollment process.
- Provide culturally and linguistically appropriate services.
- Provide referrals for conflict resolution for enrollees and complaints or concerns

Illinois Experience

- Two granted programs in Illinois for consumer assistance: Federal Navigator Program and In-Person Counselor Program.
- Navigators and In Person Counselors have the same responsibilities and are collectively referred to as “Navigators”
- The 2013-2014 Numbers:
 - Illinois receives 11 Federal Navigator Grants
 - Illinois awards 44 In Person Assister grants

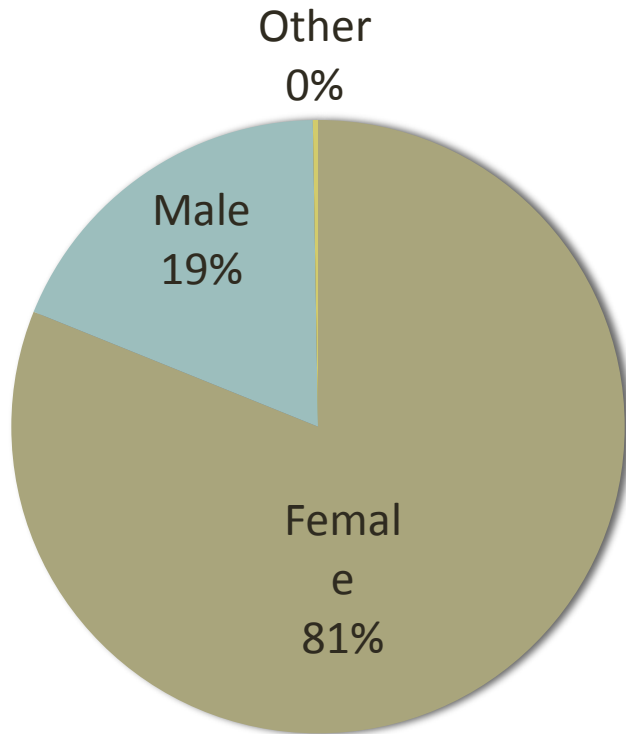
State of Illinois. “Illinois In-Person Counselor Grant Program: Grantee Organizations.” <http://www2.illinois.gov/gov/healthcarereform/Documents/Health%20Benefits%20Exchange/FINAL%20IPC%20Grant%20list%20071713.pdf>). (November 18, 2013).

Who are the Illinois Navigators?

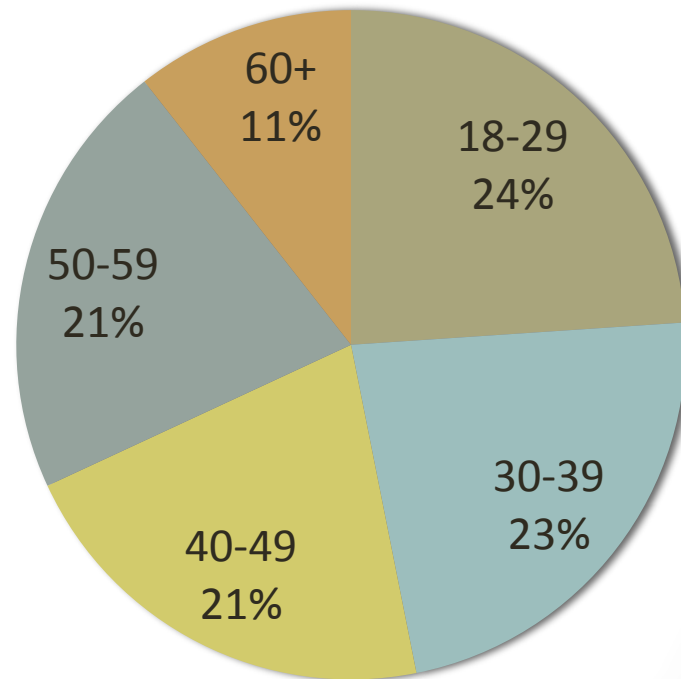
- All Trainees were required to complete a demographic survey prior to attending – intending to gain information about the characteristics of the new work force.
- Survey Questions Include:
 - Demographic Factors (Age, Gender, Race/Ethnicity, Language Spoken)
 - Education and Prior Work Experience
 - Organization Characteristics & Employment Setting

Age/Gender

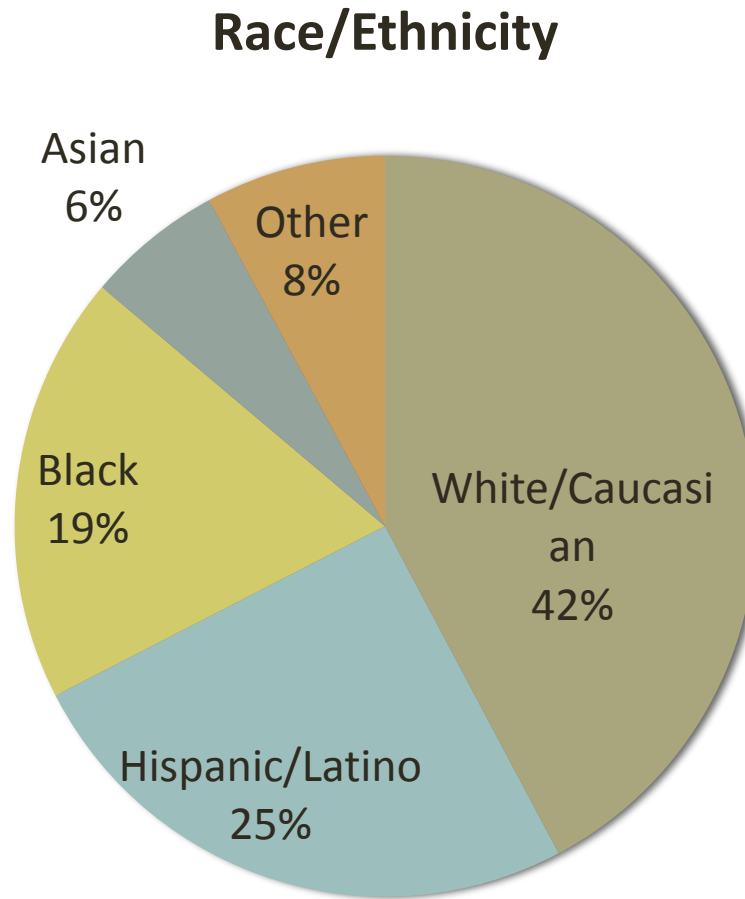
Gender



Age



Race/Ethnic Make Up



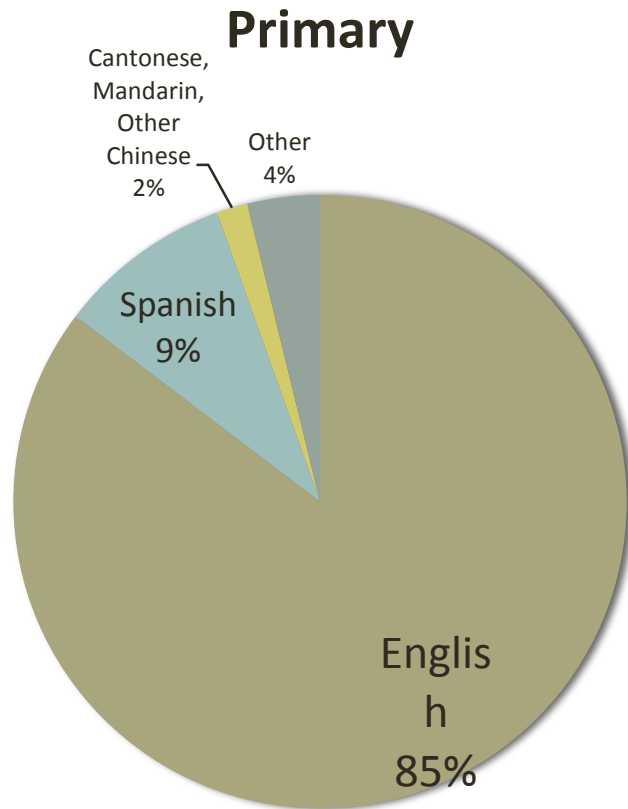
Navigators & the Illinois Uninsured

Comparison With the 2012 ACS Survey

	Total	Uninsured	Percent of Total Uninsured Population	Percent of Navigators Population	Percent of Sub-Group's Total Population That Is Uninsured
Total Population	12,698,371	1,622,465	13%		
White (not Hispanic/Latino)	7,998,711	667,979	41%	42%	8%
Hispanic/Latino	2,083,268	538,897	33%	25%	26%
Black	1,793,228	308,432	19%	19%	17%

United States Census Bureau, "health Insurance Coverage Status. 2012 American Community Survey – 1 Year Estimate." (June 27, 2013).

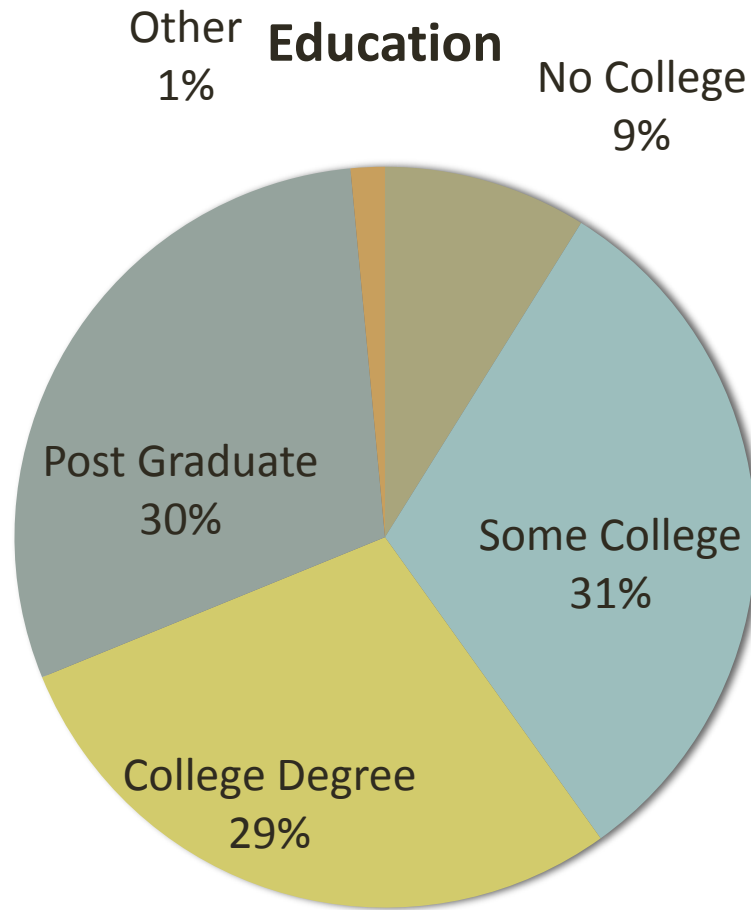
Languages Spoken



Additional Fluency in 30+ Languages

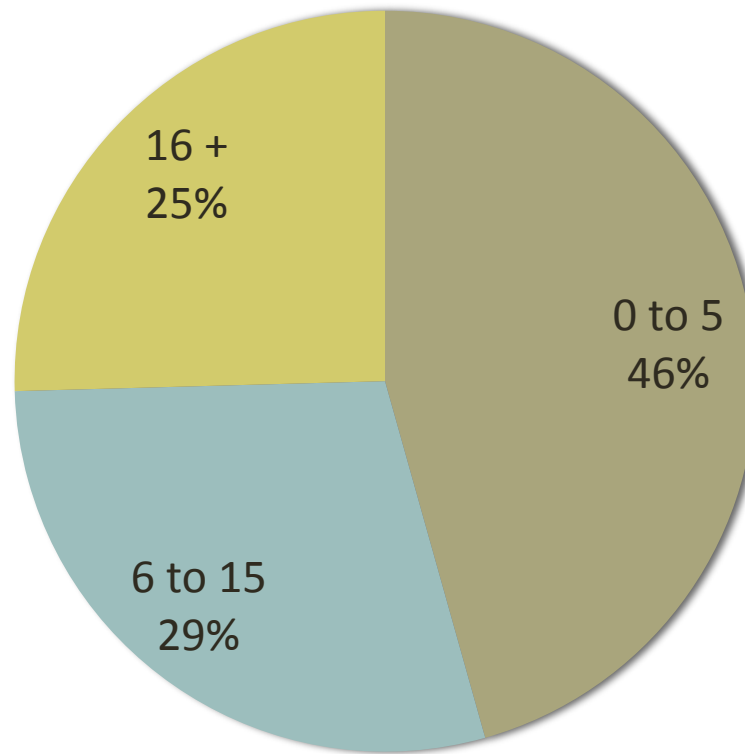
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|--------------|--------------|
| • Albanian | * Vietnamese |
| • ASL | * Croatian |
| • Arabic | * Serbian |
| • Bengali | * Burmese |
| • Bosnian | * Rohingya |
| • Cambodian | * Malay |
| • French | * Greek |
| • Hindi | * Gujarati |
| • Japanese | * Latvian |
| • Khmer | * Swahili |
| • Korean | * Tagalog |
| • Lao | * Romanian |
| • Polish | * Thai |
| • Portuguese | * Ukrainian |
| • Telugu | * Urdu |

Education & Experience



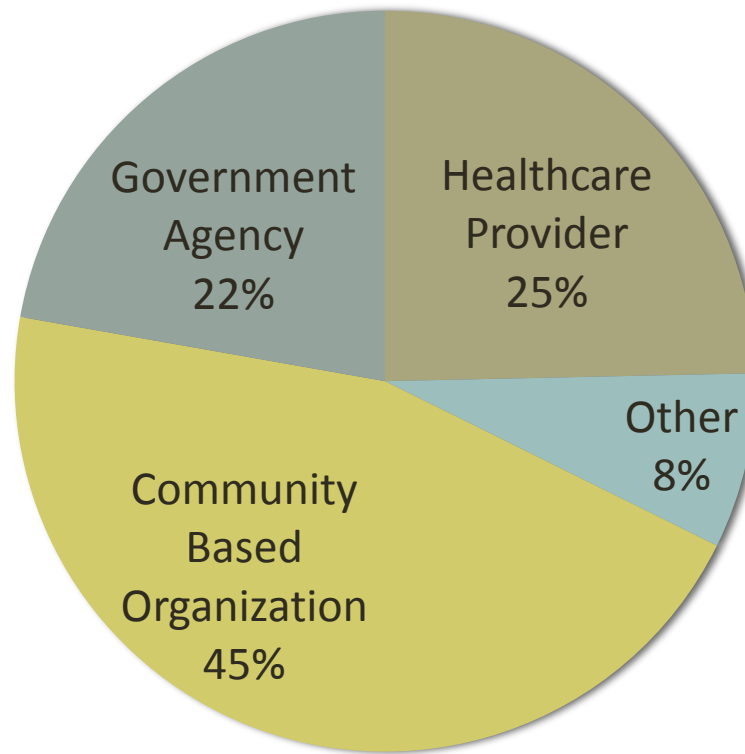
Education and Experience

Years of Experience



Type of Organization

Type of Organization



Future Workforce

- Social assistance positions related to the health care industry in Illinois will be approximately 121,000 in 2020, which is growth of almost 19% and 19,000 jobs compared to 2010.
- Health educators and community health workers will grow 21% from 2012-22.
- Skills include:
 - Linguistic and cultural competency
 - Case management and health care experience
 - Strong interpersonal and communication
- Similar occupations:
 - Social workers
 - Call center operators

Partnership

- Goal is develop clear pathway for assisters to receive education and training in similar health care occupations
 - Define recommended credit based off of training curriculum
 - Clear guidance pertaining to prior education and work experience
 - Communicate relevant careers available in health care field
 - Required certificate/degree and necessary steps to receive credential
 - Methods to advertise available opportunities to current grantee organizations and Illinois Assisters as well as grantees in year 2 and beyond

Jennifer McGowan

Illinois Health Insurance Marketplace

Governor's Office

State Perspective

- Illinois works in Partnership with the Federal government in implementing the Health Insurance Marketplace
- Shared responsibilities include consumer assistance activities
- State specific training
 - Medicaid administered by the state
 - Understanding of Illinois demographics and outreach needs
- Established training partnership with University of Illinois at Chicago, School of Public Health
- Training partners have extensive experience in healthcare economics, insurance practices, outreach and training, health literacy and system navigation.
- Network of facilities to provide in-person, statewide training.

Illinois Navigator Certification Act

- In August of 2013, Governor Quinn signed a bill specifying certification requirements for Navigators in Illinois. Certification must be completed before performing any of their duties. All individuals and entities working under the Navigator or In-Person Counselor program must be certified by the Department of Insurance.

Requirements:

- Federal Training
- State Training
- Background Check
- Continuing Education to Recertify Annually

Certification

- State training
 - 24 hours blended training (online and in-person)
 - Topics include ethics, understanding health insurance, the individual and SHOP Marketplaces, the Medicaid application process (including all medical programs, SNAP & cash assistance), populations with diverse healthcare needs, communications strategies (including understanding health literacy), and community engagement.
- Federal training
 - 15 – 20 hours training strictly online – must complete all required courses and pass a certification exam at the end of each course
 - In-depth training on the Health Insurance Marketplace
 - Modules include standard operating procedures, the basics of health insurance and the Marketplace, and privacy and security standards.

Certification (cont.)

- Fingerprint based background check conducted by Illinois State Police
- Continuing education
 - Certification granted for one year period and must be renewed annually
 - 12 CE credits required for certification renewal

Navigator Field Experience

- RFI Cards
- Face-to-Face Interactions with Consumers
- One-on-Ones with Community Stakeholders
- Chase Calls
- Enrollment Events



Dr. Elizabeth Calhoun

Illinois Assister Training Program Director

Professor, Health Policy and Administration

University of Illinois at Chicago, School of Public Health

Curriculum Development Team

- The team that collaborated to develop the state training included content-specific experts drawing from diverse backgrounds. (Academic, Legal, Community Organizations, Insurance Professionals and Government Policy)
- Each participant was be charged with creating content, writing objectives, developing appropriate assessment tools and in most cases delivering training material in both online and in-person mediums.
- Trainers faculty or adjunct faculty at the University of Illinois at Chicago

Illinois In-Person Assister Training

- University of Illinois – Chicago, and its training partners developed a curriculum to equip the new workforce with enhanced knowledge to be able to focus on educating and enrolling individuals that have historically had extensive barriers to coverage.
- All training content received approval by the State of Illinois Marketplace Team.

State of Illinois. “Funding Opportunity: Illinois In-Person Counselor (IPC) Grant Program.” (<http://www2.illinois.gov/gov/healthcarereform/pages/ipc.aspx>) (2012).

Training Modules

Title	Learning Objectives
ACA Overview (online)	Who Are the Uninsured? What Historically have been the Barriers to Coverage?
Roles and Responsibilities	Understand the roles and responsibilities of Assisters
Ethics and (online)	Define Ethics Apply the principles of ethics to the role of Assister
Culture of Coverage	Exploring the Shared Responsibility Provision Define Minimum Essential Coverage
Core Eligibility	Introducing the Pathways to Coverage Defining the Landing Page Explanation of the impact of Citizenship, Income, Tax Filing Status and Household Size.
Medicaid and ABE	Understand what Medicaid is and distinguish between the various types. Know the basics of using the ABE portal and screening for public benefits. Understand what programs a consumer can apply for using ABE. Effectively explain to the person the application process.
Do You Speak Insurance	Insurance Basics Understanding Managed Care How does a plan work? Alternative Options: Consumer Driven Plans and Health Savings Accounts Additional Coverage Commonly Available

Training Modules

The Marketplace	What is the Marketplace? What is covered? What does coverage cost? Individuals & families in the Marketplace Advanced Premium Tax Credits Cost Sharing Reductions
SHOP	Anticipate likely situations you will encounter Develop familiarity with employer options and questions\ Prepare you for guiding employers interested in the Marketplace Recognizing the limits of your knowledge Providing employers with the best assistance
Special Populations	Demonstrate the ability to identify various special populations and know the unique requirements for coverage through ACA Be able to effectively refer and assist special populations with navigation of health coverage options
	Understand how specific current benefit programs will change or transition due to full implementation of ACA (Treatment for Breast or Cervical Cancer, I-CHIP, IPXP, <u>CountyCare</u> , Illinois Veterans Care)

Training Modules

Bringing It All Together	<p>Review the course content and provide an opportunity for discussion and clarification</p> <p>Demonstrate knowledge of the Marketplace and Medicaid through the case scenarios</p>
Communication & Health	<p>Describe techniques and tools for enhancing communications.</p> <p>Examine the importance of language, literacy and culture as related to effective communications.</p> <p>Explore techniques for effective communication.</p> <p>Discuss issues related to translation and interpretation.</p> <p>Identify cultural norms and interpretations that may impact interaction and create barriers to optimal care and treatment.</p> <p>Understand barriers to enrollment and develop strategies to overcome these barriers.</p>
Community Outreach	<p>Understand what a community assessment is.</p> <p>Know the three key areas for uncovering community assets</p> <p>Identify and map resources in the community</p> <p>Understand how to develop a resource directory</p>

Training Format

- The curriculum team spent several months completing a final product, which consisted of 3 days of blended training (1 online, 2 in person).
- Methods Include:
 - Traditional Lecture
 - Case Studies
 - Observational Learning
 - Game/Activity Based
 - Role Playing
 - Asset Mapping Exercise
 - Networking and Peer Education

Training Evaluation: Data Collection

- Demographic background survey administered as part of training enrollment.
- Pre-Post Assessment Test – with paired t-test to compare the overall mean and various subgroups.
- Online Follow Up and Feedback Survey
- Analytic Sample: 1414 Navigators in Illinois

Navigator Training Evaluation

- Navigators and In Person Assisters complete an online Pre and Post Test consisting of 56 multiple choice questions.
- The trainees are allowed 3 Post Test Attempts, and 80% passing score is required for Certification.
- Initial results show an average change of 19.82%.

	n	%	mean pre score	mean post score	mean change
Total	1414	100.00	71.28	91.11	19.82

Sample includes only trainees that have completed both a pre/post test.

Test Performance by Demographic Variables

		n	%	mean pre score	mean post score	mean change
Total		1414	100.00	71.28	91.11	19.82
Gender						
	Female	1148	81.19	71.42	91.18	19.76
	Male	263	18.60	70.81	90.83	20.02
	Other	3	0.21	63.09	88.71	25.61
Race/Ethnicity						
	White/Caucasian	519	36.70	74.33	92.37	18.04
	Asian	82	5.80	68.97	91.03	22.06
	Black	269	19.02	67.10	89.00	21.90
	Hispanic/Latino	352	24.89	69.38	89.95	20.56
	Native American	10	0.71	74.46	91.75	17.28
	Pacific Islander	3	0.21	72.02	93.01	20.99
	Other	179	12.66	73.36	92.85	19.49
Age Group						
	18-29	347	24.54	69.19	90.77	21.58
	30-39	334	23.62	71.25	90.64	19.39
	40-49	286	20.23	72.02	91.42	19.40
	50-59	309	21.85	72.06	91.45	19.39
	60+	138	9.76	73.37	91.67	18.30

Test Performance by Demographic Variables

	n	%	mean pre score	mean post score	mean change
Total	1414	100.00	71.28	91.11	19.82
Education					
No College	151	10.68	68.75	88.82	20.07
Some College	447	31.61	70.88	90.52	19.64
College Degree	417	29.49	70.85	91.59	20.74
Post College	399	28.22	73.14	92.12	18.97
Experience					
0-5 Years	684	48.37	69.58	90.61	21.03
6-15 Years	394	27.86	72.14	91.43	19.29
16+ Years	336	23.76	73.76	91.75	17.99
Organization					
Healthcare Provider	336	23.76	71.02	91.10	20.08
Community Based	595	42.08	69.15	90.50	21.35
Faith Based	16	1.13	72.32	89.40	17.08
Government	276	19.52	75.88	92.98	17.12
Other	191	13.51	71.66	90.43	18.77
Type of Insurance					
Employer	828	58.56	73.25	91.82	18.57
Medicare	44	3.11	70.84	91.86	21.02
Medicaid	116	8.20	68.06	88.69	20.62
Individual	161	11.39	70.24	91.23	20.99
Uninsured	179	12.66	66.92	89.00	22.08
Other	86	6.08	67.95	91.24	23.29

Overall Performance by Domain

DOMAINS	PRE TEST OVERALL %	POST TEST OVERALL %	% Change
ACA OVERVIEW	73.59%	90.29%	16.70%
MEDICAID	69.07%	88.21%	19.14%
DO YOU SPEAK INSURANCE?	75.17%	89.43%	14.26%
MARKETPLACE	53.63%	84.46%	30.83%
COMMUNICATION	87.16%	97.80%	10.64%
POST ENROLLMENT	82.03%	93.54%	11.51%
ETHICS	88.91%	96.59%	7.68%

Continuing Education

- Navigating the Marketplace
- Non-citizen Households
- Special Populations Review
- Household Composition
- Medicaid 201
- Appropriate Consumerism being a responsible healthcare consumer.
Marketplace/Medicaid interaction.
- Appeals

Conclusions

- The training takes on average 60+ hours to complete all the requirements.
- In addition, there is substantial field experience
- The lack of conclusive evidence of socio-demographic variation in assessment performance suggests a highly accessible training program.
- Although the material was initially unfamiliar and background and experience levels varied, the training program brought all identified sub-groups from a below passing mean score on Pre-Test up to proficiency (80% correct) in a Post-Test Assessment.

Partnership

- Goal is develop clear pathway for assisters to receive education and training in similar health care occupations
 - Define recommended credit based off of training curriculum
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 - Methods to advertise available opportunities to current grantee organizations and Illinois Assisters as well as grantees in year 2 and beyond

Questions?

- Contact George Letavish at George.Letavish@illinois.gov or Jen McGowan at jennifer.mcgowan@illinois.gov
- Presentation will be available at www.healthcarereform.illinois.gov under Marketplace – Related Materials